

Community: _____ Date of Visit: _____

Community Contact Name: _____

Community Contact Information: _____

Location:

- ☐ Entertainment and shopping are nearby
- ☐ Surrounding neighborhood is safe
- ☐ Community is close to medical offices, hospitals, and physicians

Reputation & First Impressions:

- ☐ Company is well established and has a positive reputation
- ☐ Outdoor spaces are inviting and well maintained
- ☐ Staff members are friendly, courteous, and attentive
- ☐ Residents appear happy and comfortable
- ☐ Community is clean and well-maintained

Entertainment & Activities:

- ☐ Community offers regularly scheduled classes, lectures, and other learning opportunities
- ☐ There are fitness classes led by certified instructors
- ☐ The community has clubs, committees, or councils
- ☐ Volunteer opportunities are available
- ☐ Residents have the opportunity to attend spiritual or religious services

Entertainment & Activities (cont.):

- ☐ Cultural events and holidays are celebrated
- ☐ Robust activity calendar with a variety of opportunities that interest you
- ☐ Monthly special events centered around family and friends

Culinary and Dining:

- ☐ The dining room is inviting
- ☐ Tables, chairs, and linens are clean and in good condition
- ☐ Residents are encouraged to invite guests for meals
- ☐ There is a private dining room that can be reserved for personal use
- ☐ Monthly food committee meetings offered for resident's input on dining experience
- ☐ Special diets and allergies are accommodated
- ☐ A dietitian or nutritionist helps in menu planning to ensure dietary needs of seniors are met
- ☐ You enjoyed the meal you were offered on visit (if applicable)

Culinary and Dining (cont.):

- ☐ Each mealtime includes multiple menu options, and are available in advance
- ☐ The food on the menus is healthy, and appeals to your preferences
- ☐ Flexible all day dining with room service and to-go options

Health & Wellness:

- ☐ The care services offered can accommodate your personal needs
- ☐ Medication management is offered
- ☐ Nursing services, including injections and diabetes management, are available
- ☐ Care staff available to assist as needed 24/7
- ☐ Community can accommodate both physical and cognitive changes
- ☐ Aging-in-place services offered, including high-level care to accommodate changing needs vvvvvvvvover time
- ☐ Residents receive ongoing health assessments to ensure needs are met
- ☐ Partnerships with hospice, home health, and physical therapy agencies

Pricing:

- ☐ List of services included in the monthly rate is available
- ☐ Care services are itemized for full transparency
- ☐ Care services are clearly grouped in different packages/levels
- ☐ Pricing sheets for floor plans and care services are available

Safety & Security:

- ☐ Convenient parking is available for residents and visitors
- ☐ Safety features, such as handrails, grab bars, and emergency alert systems, are present in common areas and resident apartments
- ☐ Mealtimes include resident check-ins to make sure everyone is safe
- ☐ Residents and visitors sign in and out at front desk
- ☐ Fall prevention and detection technology is available in resident apartments
- ☐ Alert system to notify residents and families of emergencies and safety updates
- ☐ Staff members are trained in First Aid and CPR
- ☐ Community has staff members available 24/7
- ☐ Community is up-to-date and trained on Emergency Action Plan
- ☐ Community exterior is monitored and secured at night

Additional Conveniences & Support:

- ☐ Accessible transportation to outings and appointments is offered
- ☐ Community is pet-friendly and has pet care services offered
- ☐ Housekeeping, maintenance, and laundry are provided
- ☐ Front desk offers concierge services and package services

Additional Conveniences & Support (cont.):

- ☐ Residents can decorate their apartments as they like
- ☐ Community is technology forward, and uses systems such as Amazon Alexa
- ☐ Visitors are welcomed at any time

Staff, Management, & Communication:

- ☐ Staff and management have positive reputations both online and by word-of-mouth
- ☐ Staff members undergo screenings and background checks before employment
- ☐ Residents are involved in or informed about major decisions
- ☐ Staff members are engaging with residents and each other
- ☐ Staff receive regular in-person training related to care, safety, emergency response, dementia and other relevant topics
- ☐ Staff members are tenured and have been at the community for a long time
- ☐ Staff are recognized and celebrated for achievements and milestones
- ☐ Community regularly publishes newsletters and emails informing families of news, updates, and activities
- ☐ Dedicated manager for providing essential information, advocacy, and emotional support

Memory Care:

- ☐ Spaces are equipped with fall prevention technology
- ☐ Community is a Teepa Snow Positive Approach to Care® Designated Organization
- ☐ Staff are kind, empathetic, and patient with residents and their families
- ☐ Staff are trained in dementia care and redirection techniques
- ☐ Residents seem engaged and well-cared for
- ☐ Activities are “failure-free” and adaptable to residents needs and abilities
- ☐ Activities are varied and engage the mind, body, and soul
- ☐ There are safe and secure outdoor spaces for residents to enjoy
- ☐ Regularly scheduled special events to promote family engagement and connection